

A EBT QUEST Card - Mailed Out Issuance

REVISION 14
(10/01/10 – 12/31/10)

At the interview inform the participant that their EBT QUEST card will be embossed with their name and issued by mail.

The QUEST card is mailed to the **PI**'s mailing address. Inform the participant they will receive their mailed QUEST card no later than five [workdays\(g\)](#) from the date of interview.

NOTE Key M in the CARD ISSUE field on the EBPM screen to have JP Morgan mail the EBT card to the participant.

NA EXCEPTION

All applicants who are screened as NA Expedite or meet the limited emergency criteria MUST have their QUEST card issued Over-The-Counter (OTC) when they do not already have an EBT card. (See [EBT Card Issuance Over-The-Counter \(OTC\)](#))

Inform the participant of the available **PIN** selection options. (See [EBT PIN Selection](#))